	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 1 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

## 1.0 Purpose:

To define the policies for good governance and leadership of the Organization.

## 2.0 Scope:

Board of Directors and Senior Management.


## 3.0 Corporate Governance:

### 3.1 Company's philosophy on Code of Governance:

The basic objective of Corporate Governance policies adopted by the company is to attain the highest levels of transparency, accountability and integrity. This objective extends not merely to meet with statutory requirements but also to go beyond them by putting into place procedures and systems, which are in accordance with best practices of Governance. Our Company believes that Good Corporate Governance enhances the trust and confidence of all the stakeholders. Good practice in corporate behaviour helps to enhance and maintain public trust in companies and stock market.

Our Company reviews its Corporate Governance practices to ensure that they reflect the latest developments in the corporate arena and thus positioning itself to conform to the best Corporate Governance practices. Our Company is

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	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 2 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

committed to pursue excellence in all its activities and maximize its shareholder's wealth.

The Company's Corporate Governance policies and practices focus on the following principles:-

- To recognize the respective roles and responsibilities of Board and Management
- To achieve the highest degree of transparency by maintaining a high degree of disclosure levels
- To ensure and maintain high ethical standards in its functioning
- Highest importance to investor relations
- To ensure a sound system of risk management and internal controls
- To ensure that employees of the company subscribe to the corporate values and apply them in their conduct
- To ensure that the decision making process is fair and transparent
- To ensure that the company follows globally recognized Corporate Governance practices.

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**QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 3 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	


### 3.2 Responsibilities and Accountabilities:

- The Board shall approve the Budget annually. The Financial Performance of the hospital shall be reviewed each YEAR.
- The Board shall approve in the expansion, diversification, borrowings, acquisition, etc.
- The Board shall approve the Quality Improvement and Patient Safety plan. The members shall review the Developments done so forth.

### 4.0 Leadership and direction:

- Laws applicable as per Companies Act' 1956 shall be complied with for the organization, this being a limited company.
- As per the hospital chain of command, the Administrator is responsible for the day-to-day operations of the hospital.
- The Administrator shall be a clinician or a person with commercial background with extensive experience in health administration.
- He/she shall review the performance and other quality indicators as per the Hospital Policy and the Annual Quality Improvement plan.

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QUALITY DEPARTMENT**


	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 4 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

- He/she shall receive the feedback from the organizational leaders as and when required.
- As per the hospital Organogram there shall be a well-defined division of departments. For each of the departments, there shall be a well-defined hierarchy with single chain of command.
- For each of the managerial and clinical areas, there shall be a department head/coordinator/director who shall be responsible for monitoring the activities of his/her own department.
- The SOP's of each department shall be available in written, which indicate the scope of services of respective department.
- Various internal committees, daily meetings of critical area HODs' and weekly meetings of the other HODs' shall manage the information flow between the departments where clinical and managerial leaders are actively involved.

### 5.3 Hospital Committees:

Various committees shall function to take care of different issues. Those are:

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QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 5 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

#### 5.4 Disaster plan:

The hospital shall respond to community emergencies, epidemics and other natural disasters as per the disaster plan of the hospital and the response to be tested twice a year. The members of the Safety Committee shall approve the policy for disaster management. The Materials department shall be well equipped to arrange for supplies in case of emergencies and disaster.

#### 5.5 Plans for Clinical and Managerial Services:


The scope of services for the departments shall be with respective departments. Departmental heads shall review the scope as and when indicated. There are various departments in the hospital; services provided by the departments shall be well defined.

#### 5.6 Contract Services:

The Hospital shall arrange for required contract services in the hospital. The head of each outsourced service shall be identified and made to participate in hospital-organized programme. Its performance shall be reviewed as per the hospital policy.

- The Hospital shall have well defined contractual terms and conditions for Annual Maintenance programmes for equipment in Labs and

**CONTROLLED COPY  
QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 6 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

Radiology. The contract terms shall be finalized at the time of purchase of capital equipment wherever applicable.


#### 5.7 Quality Improvement Efforts:

- Managerial and clinical departments shall monitor the performance as per indicated quality parameters.
- The status shall be monitored regularly and variations shall be notified to the respective Department Head/Co-ordinator/Director.
- For managerial departments respective department heads shall monitor the improvement.

#### 5.8 Staff Recruitment, Retention and Education:

- The recruitment policy for staff shall exist with the Human Resource Department.
- There shall be continuous medical education for the medical staff.
- There shall be ongoing training in the respective departments for technicians and paramedical staff.
- The soft skills training shall be given through the training and development cell. The training and development cell shall organize for

**CONTROLLED COPY**  
**QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 7 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

the requisite training sessions as and when training needs are identified.


- There shall be a policy for exit interviews for the staff who have resigned. The causes for staff turn over shall be identified and brought to the notice of the Management. The hospital shall sponsor the training programme for the requisite staff members as and when required. This shall be for managerial leaders, clinical leaders or other staff members. The respective department head shall identify such needs for the staff.

## 5.9 Departmental Communication [Internal and External]

There shall be free flow of communication amongst different departments. Weekly meetings and other planned committees shall ensure this to maintain transparency in the organization. The minutes of the meetings shall be circulated to the concerned. The hospital intranet facility ensures timely communication flow in the organization.

- The telephone system with calls in and calls out facility shall exist.
- The public announcement system for any major incident in the hospital so that concerned staff can rush to the spot shall be in place.
- Paging and sms services shall be used for faster internal communication.

**CONTROLLED COPY**  
**QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 8 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

#### 5.10 Hierarchy:

The hierarchy within the clinical and managerial department shall be well defined with single chain of command in formal relationship, which shall be available in written with the department and with the Human Resource Department.

#### 5.11 SOPs' (Standard Operating Procedures):

Each departmental scope of services shall be written. Departmental SOP's shall be in place and documents available with respective departmental head.

#### 5.12 Resources management:


The space requirements for any new facilities shall be discussed with the chief engineer by the concerned departmental head. The resource requirement is planned and the approval shall be brought before the commencement of the work and is specified in written. Any resource requirements shall be spelt out to concerned department head after approval.

#### 5.13 Staff Training:

There shall be induction program for all new staff organized by the training cell. Different department heads give orientation about the hospital to the attendees. Orientation and training classes shall be organized as and when indicated e.g. Head of Infection Control committee shall conduct classes for

**CONTROLLED COPY**  
**QUALITY DEPARTMENT**



	APOLLO HOSPITALS, SECUNDERABAD	ROM – 01a
		Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II	Date: 06-01-2017
		Page 9 of 10
PREPARED BY:  Hospital Administrator		APPROVED BY:  Chief Executive Officer

housekeeping and other staff to make them aware about infection control issues.

#### **5.14 Reporting of System and Process Failures :**

Departmental heads shall be responsible for reporting system failures to the management and shall also ensure process rectification with the help of management. They are responsible to communicate to all the user departments respectively about the failure and inform them after rectification.

#### **5.15 Monitoring of Data:**


Departmental head shall monitor performance of respective managerial departments and reports shall be submitted. For the medical departments monitoring shall be done on identified issues by concerned heads. The medical records department shall organize data about the mortality, morbidity etc. as required by the hospital law.

#### **5.15 Performance Review:**

The staff performance shall be reviewed every 6 months by the Head of the Department.

#### **5.16** The organization shall operate in an ethical manner and shall display its mission statement, services provided, ownership, services that are not

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QUALITY DEPARTMENT**

	APOLLO HOSPITALS, SECUNDERABAD		ROM – 01a
			Issue: C
	POLICY ON RESPONSIBILITIES OF MANAGEMENT - II		Date: 06-01-2017
			Page 10 of 10
PREPARED BY: Hospital Administrator		APPROVED BY: Chief Executive Officer	

available, affiliations and accreditations. The hospital shall also accurately bill for every service based upon the tariff.

- 5.17** The hospital shall also ensure a proactive risk assessment and risk reduction activities are carried out.